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STATE OF LOUISIANA
DEPARTMENT OF HEALTH AND HOSPITALS



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CAPACITY ASSESSMENT PACKAGE

FOR EXISTING PUBLIC WATER SYSTEMS

Short and Simplified Business Plan

Department of
HEALTH and
HOSPITALS

OFFICE OF PUBLIC HEALTH • CENTER FOR ENVIRONMENTAL HEALTH SERVICES
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"AN EQUAL OPPORTUNITY EMPLOYER"

CAPACITY ASSESSMENT *FOR EXISTING PUBLIC WATER SYSTEMS*

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INSTRUCTIONS *FOR COMPLETING THE CAPACITY ASSESSMENT PACKAGE*

As authorized by the 1996 amendments to the Safe Drinking Water Act and as enacted by the Louisiana Legislature via Act 814 in 1997, the Office of Public Health (OPH) is conducting a formal Capacity Development Program for existing public water systems in the state. The objective of this program is to assist public water systems in the development of technical, managerial, and financial capacity for provision of safe drinking water to the public. The selection process for systems to receive assistance utilizes a prioritization scheme based on whether the system has been issued an administrative order and/or is on the EPA Significant Non-Compliers (SNC) List and/or has had primary MCL or treatment technique violations in the past three years.

The Capacity Assessment Package contains the following information:

- 1. Capacity Assessment Questionnaire:** In order to determine the type of assistance which may be appropriate for the recipient system, a questionnaire has been designed and is included in this Capacity Assessment Package. The chief administrative officer of the system is requested to complete the questionnaire during a pre-arranged meeting with a representative of the Office of Public Health. The water system's chief operator should also be available at the meeting to assist in completion of the questionnaire, which addresses technical, managerial, and financial issues.
- 2. Financial Data (for systems which charge for water):** The second part of the package is a set of 3 financial forms (a Rate Review Summary, an Income and Expense Statement, and a Balance Sheet). Please complete and return them within 45 days. The formats are generic, but may be more detailed than some that are used. Use your own format, if desired, and please do not omit the 3-year projections. Should you experience any difficulties in furnishing the financial information, please contact this office immediately, and we will assist as required. It is important that we obtain the information for assessment in a timely manner.

Financial Data should be submitted to the CAPACITY COORDINATOR at the following address:
CAPACITY DEVELOPMENT PROGRAM
OFFICE OF PUBLIC HEALTH · CENTER FOR ENVIRONMENTAL HEALTH SERVICES
6867 BLUEBONNET BLVD. · BOX 8 · BATON ROUGE, LOUISIANA 70810
- 3. An Operations and Maintenance (O&M) Manual:** The third part of the package is an outline for an Operations and Maintenance (O&M) Manual. This item will be discussed with you at the meeting. Every system should have an O&M Manual. If you do not already have one, we can provide a sample and can furnish guidance in preparation of your manual.

As a part of the Capacity Development Program, the Office of Public Health has also developed a management training program for the decision-making management personnel of the water system, including mayors, councilmen, corporate officers, owners and managers, etc. The ultimate goal is for all public water systems in the state to receive this training. The training consists of one 4-hour session, and is usually provided in the evening. The location for the training session is rotated around the state at eight different locations and is scheduled at the LRWA Annual Conference in July each year. Additionally, management training can sometimes be furnished within the framework of the technical assistance provided to the prioritized systems. You will be advised of the management training available to your system via written notice.

DHH has staff and contract personnel (LRWA and CRG) available for assistance at all times during this assessment process. Please call the Capacity Coordinator at (225) 765-5075 for assistance and information in this regard.

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OPERATIONS AND MAINTENANCE MANUAL

The Operations and Maintenance (O & M) Manual serves as an overall reference and can be used as a guide for those who may not be completely familiar with the water system operation. The following is a suggested outline of an O & M Manual. **NOTE:** Every system should have an O&M Manual. If you do not already have one, we can provide a sample and can furnish guidance in preparation of your manual.

1. System Identification and Ownership

Include the system's name, public water system ID#, owner's and/or organization's name, location, telephone number and fax number.

2. Introduction and Overview

A statement giving the purpose of the manual and a table of contents.

3. Responsibilities of Personnel

A description of the owner's, operator's, and other staff responsibilities, including a "chain of command", if applicable, for decision making in technical, managerial, and financial matters. Specify which duties require a certified operator.

4. Regulatory Agency(s) and Regulations

Insert the following statements in this section of the manual:

- a. The Louisiana State Regulatory Agency for Public Water Supplies is the Office of Public Health which operates 9 regional offices throughout the state. The regional office for this water system is: (Please state here your regional office's name, address, and phone number.)
- b. The basic regulations which govern the operation of a public water system are contained in LAC 51:XII (Formerly called the Louisiana Sanitary Code, Chapter XII, Water Supplies). LAC 51:XII also incorporates, by reference, all applicable provisions of the National Primary Drinking Water Regulations.

Note: A printed copy of LAC 51:XII (LA. Sanitary Code, Chapter XII) shall be kept permanently posted in the office used by the authority owning or having charge of a public water supply.

5. General System Description

A general system description should include a description of the source(s) of water (wells), type(s) of treatment (e.g., chlorination, filtration, etc.) pumps, valves, storage, and distribution features (pipe materials and sizes, etc.). A system map or schematic type diagram should show the locations of the system components, including the sampling taps (POC's) which are used for bacteriological and chemical sampling. For those systems with only one single POC (such as a service station, convenience store, bar/lounge, etc.), it is not necessary to prepare a site plan or map, HOWEVER, the POC identification must be sufficiently descriptive so as to leave no doubt as to the location of the sampling site.

6. System Operation and Control

Give an overview of the operation of the system. Describe the routine operational tasks that are performed, including start-up and shutdown procedures, measurements or readings to be taken and recorded, and safety considerations (such as handling of chemicals, etc.).

Common operating problems should be discussed along with methods of addressing those problems (such as any bypass procedures, etc.).

O & M MANUAL IS CONTINUED TO NEXT PAGE

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OPERATIONS AND MAINTENANCE MANUAL *CONTINUED*

7. Testing

List all tests which are required to be done on location on a routine basis (e.g., hourly, daily, weekly, monthly, etc.), giving a brief description of the sampling process, any special handling, and how the results are used in operation of the water system. Include in this list the testing required for disinfection, bacteriological sampling, and any other treatment used in the water system. Also include a brief description of the periodic lead and copper sampling which is performed, as well as a statement concerning the monitoring and analysis which is done by OPH for organic and inorganic contaminants to comply with National Primary Drinking Water Regulations.

NOTE: In Louisiana, all drinking water sampling and testing, with few exceptions, are done by the Office of Public Health. This does not absolve the public water system from the responsibility of knowing the monitoring and reporting requirements for compliance with state regulations and the National Primary Drinking Water Regulations. (A copy of LAC 51:XII, formerly chapter 12 of the Sanitary Code of the State of Louisiana, is available upon request from the Office of Public Health.)

8. Maintenance

Describe routine preventative maintenance and adjustments required on each item of equipment comprising the system, giving the schedule interval for each. Provide troubleshooting charts or guides. Reference the manufacturer's manuals when appropriate.

9. Spare Parts, Supplies and Chemicals

Provide a list, giving location of major spare parts, supplies and chemicals which are normally kept on hand.

10. Records and Reports

Provide a list of all records and reports which are required for the operation of the water system and attach a sample of each. This will include reports and records generated by water system personnel, as well as reports and records received from regulatory agencies and other sources. The list should include the following (where applicable): Daily logs, maintenance records, laboratory records, monitoring reports, sanitary surveys, Consumer Confidence Reports. Specify how long records are to be kept on file and where each is stored.

11. Emergency Preparedness and Response Procedures

This plan should contain procedures to be followed in response to potential emergency situations. Describe the actions required, the personnel duties and any notifications or requests for help which may be required. A phone list should provide numbers for water system personnel, police and fire departments, and others for special problems. For example, if a chemical spill occurred, CHEMTEC can be reached on hotline 1-800-427-9300.

In addition to a standard response plan, the water system should include a contingency plan that addresses potential vandalism and terrorist situations. The contingency plan should address alternate source(s) of water, where possible, during emergencies.

12. Utilities

List all utilities serving the water system, including phone numbers.

13. Appendix

The appendix may consist of system and equipment drawings, schematics, manufacturers manuals, references, etc.